

West Wight Cottages Privacy Notice

What information do we collect?

As a holiday letting agency we collect some personal data about you (typically your name, email and telephone number) as part of our booking process either directly or via our online partners. We may also ask for your address and bank details (for example in order to book your ferry, issue a refund or make a payment if you are a holiday cottage owner).

How will your information be used?

We use this information to:

- Communicate details about your holiday
- Book ferries
- Issue payments or refunds
- Arrange housekeeping
- Return any items left behind in cottages

Keeping your data secure

We store your data on a single computer that is controlled by a password and securely stored. Monthly back-ups are made to a secure server. We acknowledge the use of the internet is not entirely secure and we cannot guarantee the security or integrity of personal data transferred in this manner.

How long will we keep your information?

We will store your data for as long as necessary for the purposes of accounts and communication. We will delete your data if:

- You withdraw your consent to us using your data
- The data is no longer relevant
- The data is no longer up to date or accurate

With whom will we share your information?

We will share your information with:

- [Wightlink](#) or [Red Funnel](#) if you ask us to book your ferry tickets
- Housekeepers (your name only) for meet & greet
- With our accountant ([BrightBrown](#)) as part of our annual accounts.

We will not share your information with any other organisations. We use our website, Facebook and Twitter to communicate news on special offers or when new cottages are added to our portfolio. We will only contact you by email for marketing purposes if you opt in by ticking the box on our booking form.

Your rights

You can contact us using the details below to:

- Request access to your information
- Ask us to update or correct your information
- Ask that we erase or restrict our use of your information

Who we are

West Wight Cottages, The Orchards, Casses Close, Main Road, Brighstone, Isle of Wight PO30 4DJ. West Wight Cottages operates as a Sole Trader. Teresa Tearle is the business owner and Data Controller.